

Accreditation 201: Getting Ready to Apply

David Stone, Education Specialist
Public Health Accreditation Board

May 8, 2012



What Should a Health Department be Doing?



Session Objectives

At the end of the training, participants will be able to:

- Describe how to organize their Health Department to prepare for accreditation
- List the activities of the first 3 process steps
- Demonstrate use of the Readiness Checklists



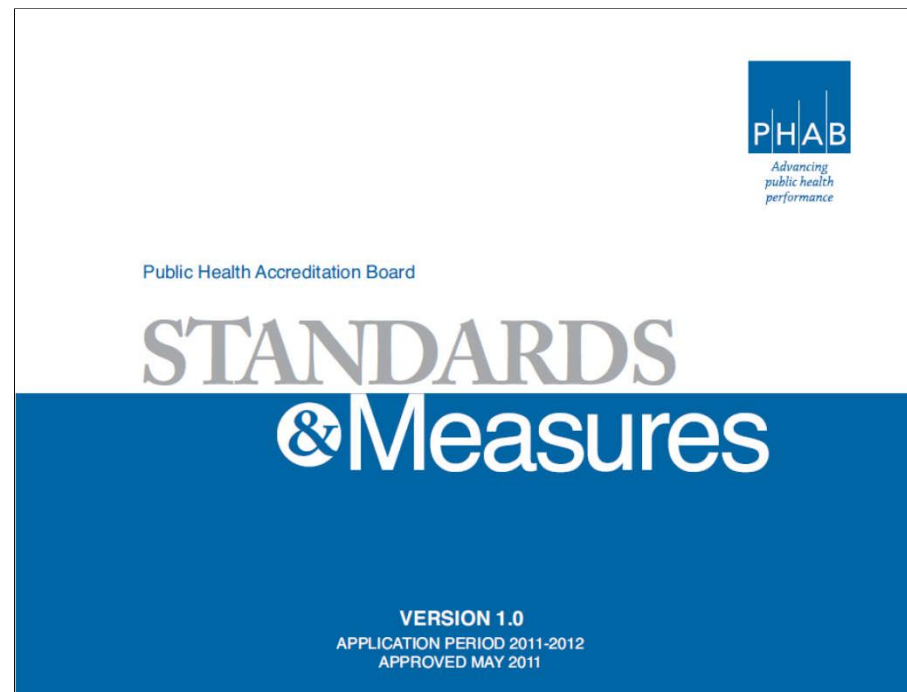
Begin Here...

Gain support of:

- Leadership
- Staff
- Governing entity



Become Familiar With the Standards & Measures



Sample Standard

Domain 2: Investigate health problems and environmental public health hazards to protect the community

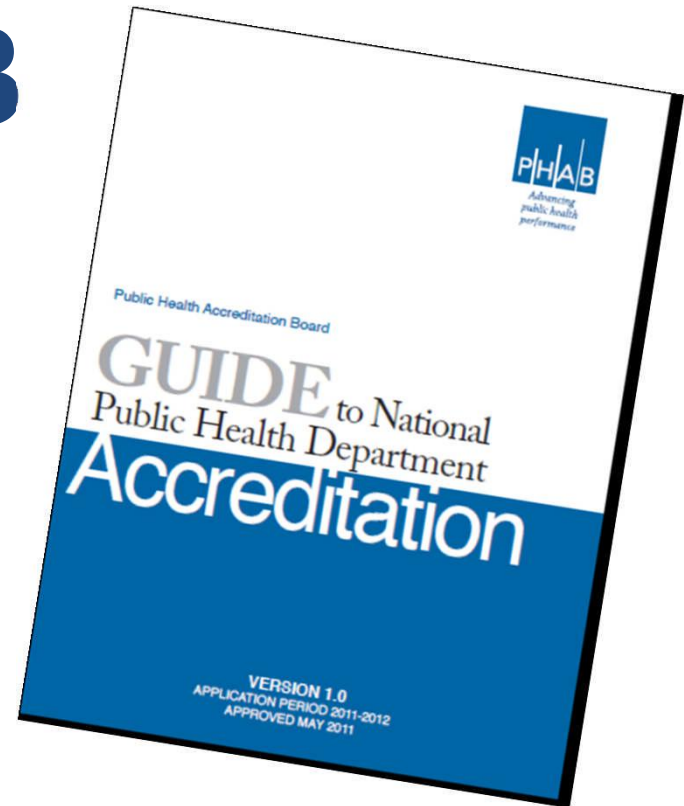
Standard 2.1 A: Conduct timely investigations of health problems and environmental public health hazards.

Measure 2.1.5 A	Purpose:	Significance:
Monitor timely reporting of notifiable/reportable diseases, lab test results, and investigation results	The purpose of this measure is to assess the health department's assurance of timely reporting of notifiable/reportable diseases, laboratory test results, and investigation results.	A component of conducting timely investigations is the reporting of notifiable/reportable diseases, laboratory testing, and investigation of results as appropriate and required by law. When reporting is timely, all partners can work together to stop the spread of disease.
Required Documentation	Guidance:	
<ol style="list-style-type: none">1. Current tracking log or audit of reports of disease reporting, laboratory tests reports, and/or investigations with actual timelines noted2. Copy of applicable laws	<ol style="list-style-type: none">1. The health department must provide a tracking log on reporting, including lab test results and investigation results. The department has a choice between a log and a report. The log would be used to track various elements of an investigation. Note that if a log is provided, it must have timelines included.2. The department must provide copy of laws relating to the reporting of notifiable/reportable diseases. This can be a hard copy or a link to an electronic version. This can include posting on a website or a department intranet, or a link to another website. <p>State health departments can include laws for local health departments to report to the state as well as states reporting to CDC.</p>	



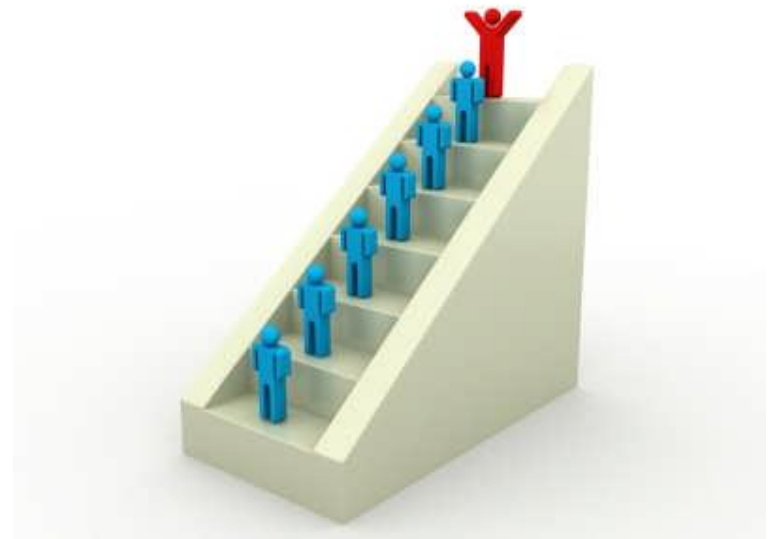
*Advancing
public health
performance*

Learn The PHAB Accreditation Process



Seven Steps in the Accreditation Process

1. Pre-application
2. Application
3. Document Selection and Submission
4. Site Visit
5. Accreditation Decision
6. Reports
7. Reaccreditation (5 years)



Step I - Pre-application

- Get Organized
- Readiness Checklists
- Online Orientation
- Get started on the Pre-requisites



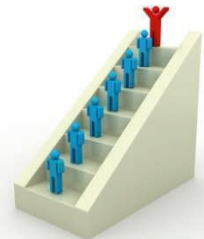
Organize Your Health Department

- Appoint an Accreditation Coordinator
- Appoint an Accreditation Team
- Educate governance to staff ; view the online orientation
- Use the Readiness Checklists and other PHAB tools
- Contact your national organizations for technical assistance
- Sign up for the PHAB e-newsletter



Important Appointment

- Select the Accreditation Coordinator
- This person should be:
 - Knowledgeable about the health department
 - Detail oriented
 - A team leader
- Tip Sheet on PHAB website
 - Considerations for Selecting an Accreditation Coordinator



Select the A-Team

- Select the Health Department Accreditation Team
- Select as early as possible
- Team is multi-disciplinary from all divisions of the health department
- Team should have experience and longevity with the department



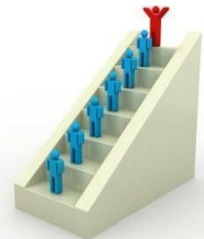
Review IT Needs

- Assess the Information Technology Capability of the Health Department
- Will need:
 - Internet access
 - Word processing software
 - Ability to create PDF documents
 - Ability to scan documents
 - Ability to create an electronic file system



PHAB Accreditation Materials

- PHAB Standards and Measures, Version 1.0
- The Guide to National Public Health Department Accreditation, Version 1.0
- PHAB Accreditation Fee Schedule, 2011-2012
- PHAB Education Services, 2011-2012
- National Public Health Department Readiness Checklists
- National Public Health Department Accreditation Documentation Guidance
- Accreditation Coordinator's Handbook



The Prerequisites

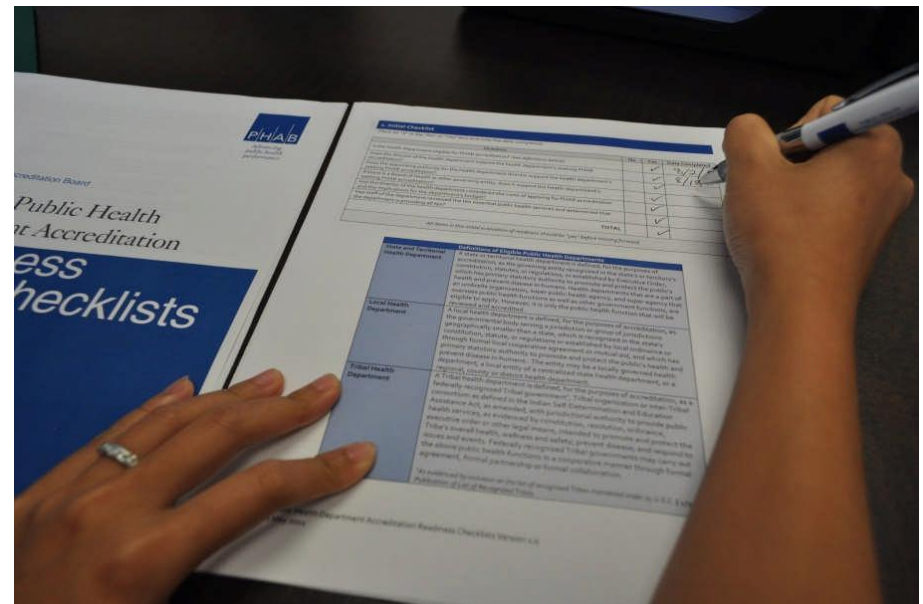
- Community Health Assessment
 - Standard 1.1
- Health Improvement Plan
 - Standard 5.2
- Department Strategic Plan
 - Standard 5.3





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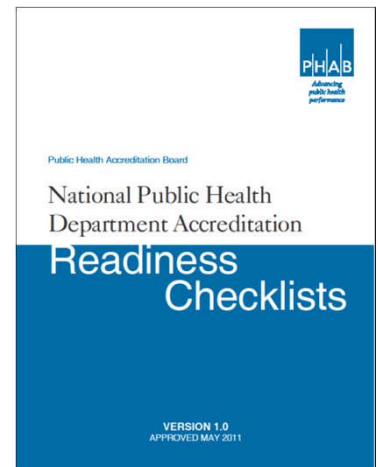
The Readiness Checklists



Readiness Checklists

There are four sections of the Readiness Checklists

- Initial Checklist
- Prerequisite Checklist
- Process Readiness Checklist
- Organizational Readiness Checklist



Initial Checklist

- Are you eligible?
- Is there support?
- Are you aware of the costs?
- Do you provide the 10 Essential Services?



Prerequisite Checklist

Is the:

- Community Health Assessment
- Community Health Improvement Plan
- Department's Strategic Plan

ready to submit?



Work on the Pre-Requisites

Due with Your Application

- Community Health Assessment
- Community Health Improvement Plan
- Department Strategic Plan

- Quality Improvement Plan - linked



Process Readiness Checklist

- Accreditation Coordinator appointed?
- Accreditation Team selected?
- Complete orientation?
- Needed IT capabilities?
- Policy and Procedure reviewed and approved?
- Collaboration in doing work?



Organizational Readiness Checklist

- Is the department preparing?
- Is the Accreditation Team working?
- Familiar with Standards and Measures?
- Gathering documentation?
- Understand timelines?



Enroll in e-PHAB

- Accreditation Coordinator & Health Director
- Staff entering during documentation upload step
- Submit SOI



Step 2 - Application

- Three prerequisites
- Letter of support



Step 3 - Documentation

- Gather & review possible documentation
- Develop missing documentation
- Select best from available
- All staff may play a role





Start now to...

- ✓ **Locate**
- ✓ **Select**
- ✓ **Develop**
- ✓ **Identify**
- ✓ **Save**

**the Best Documentation
for Each Measure!**



Questions



PUBLIC HEALTH ACCREDITATION BOARD



David Stone, Education Specialist

Public Health Accreditation Board

1600 Duke St. Suite 440

Alexandria, VA 22314

703-778-4549 ext 105

703-778-4556 fax

703-203-5061 mobile

www.phaboard.org

Seven Steps to Accreditation

from the local health department perspective


Georgia Heise DrPH

Public Health Director III

Three Rivers District Health Department




Seven Steps to Accreditation

- Pre-application
 - Application
 - Documentation Selection and Submission
 - Site Visit
 - Accreditation Decision
 - Reports
 - Re-accreditation
- 



Pre-application

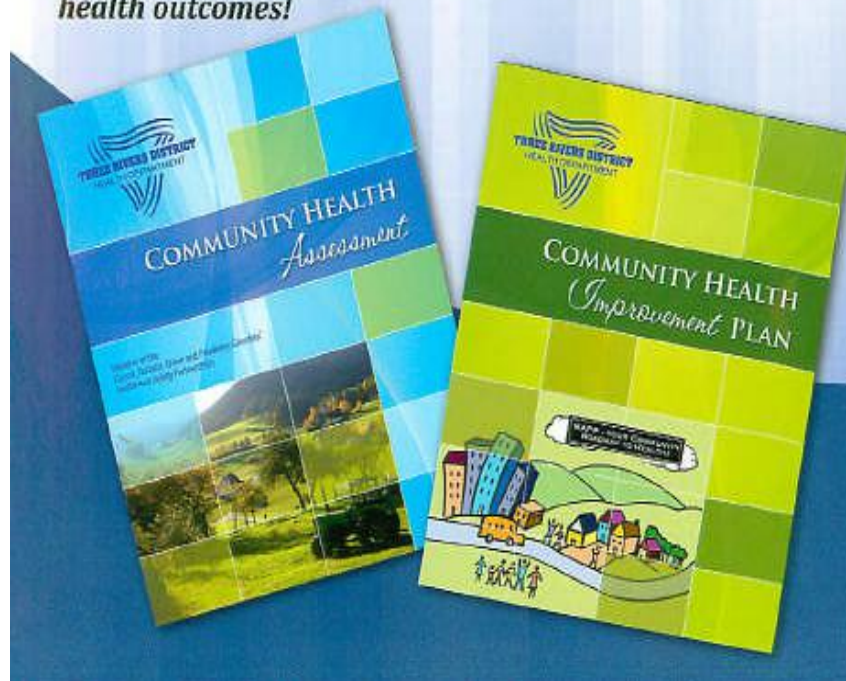
- PHAB says...
 - Assess readiness
 - Complete Online Orientation
 - Statement of Intent
 - Local Health Department says...
 - Board of Health
 - Staff
 - Shared Vision
- 



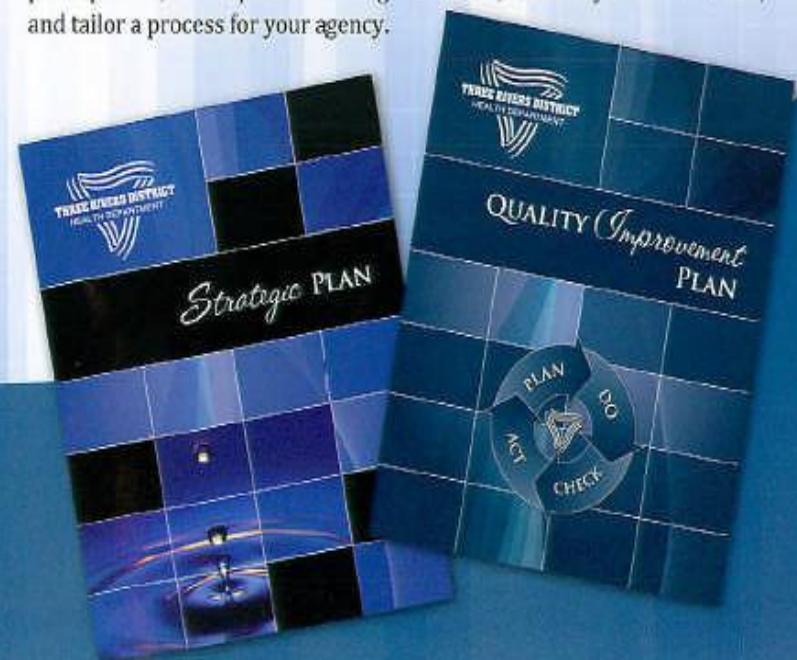
Application

- PHAB says...
 - Submit application
 - Pay application fee
 - Attend Accreditation Coordinator's two-day training
 - Local Health Department says...
 - Prerequisites
CHA, CHIP, Strategic Plan, (also QI Plan)
- 

...and your community to produce positive public health outcomes!

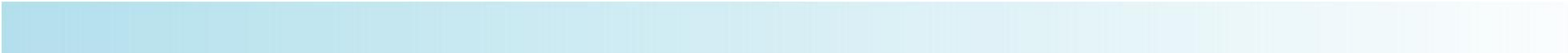


prerequisites, the steps to becoming accredited, necessary documentation, and tailor a process for your agency.





Documentation Selection & Submission

- PHAB says...
 - Select documentation for each measure
 - Upload to e-PHAB
 - Submit to PHAB
 - Local Health Department says...
 - Form PHAB Team
 - Determine process for selecting documents
 - Determine process for uploading documents
- 



e-PHAB - Standards - Windows Internet Explorer

https://www.e-phab.org/programs/2610/standards

PHAB

HOME STAFF SOI APPLICATION BILLING TRAINING DOC. SUBMISSION NOTES EMAIL HELP

Show: Progress Status Filter by: All Submitted to PHAB

Showing: Progress Status of All.

1.1.1 L	1.1.2 L	1.1.3 A	1.2.1 A	1.2.2 A	1.2.3 A	1.2.4 L	1.3.1 A	1.3.2 L	1.4.1 A	1.4.2 L	2.1.1 A	2.1.2 L	2.1.3 A	2.1.4 A	2.1.5 A	2.2.1 A	2.2.2 A
2.2.3 A	2.3.1 A	2.3.2 A	2.3.3 A	2.3.4 A	2.4.1 A	2.4.2 A	2.4.3 A	3.1.1 A	3.1.2 A	3.2.1 A	3.2.2 A	3.2.3 A	3.2.4 A	3.2.5 A	4.1.1 A	4.1.2 L	4.2.1 A
4.2.2 A	5.1.1 A	5.1.2 A	5.1.3 A	5.2.1 L	5.2.2 L	5.2.3 A	5.2.4 A	5.3.1 A	5.3.2 A	5.3.3 A	5.4.1 A	5.4.2 A	6.1.1 A	6.1.2 A	6.2.1 A	6.2.2 A	6.2.3 A
6.3.1 A	6.3.2 A	6.3.3 A	6.3.4 A	6.3.5 A	7.1.1 A	7.1.2 A	7.1.3 A	7.2.1 A	7.2.2 A	7.2.3 A	8.1.1 L	8.2.1 A	8.2.2 A	8.1.1 A	9.1.2 A	9.1.3 A	9.1.4 A
9.1.5 A	9.2.1 A	9.2.2 A	10.1.1 A	10.2.1 A	10.2.2 A	10.2.3 A	11.1.1 A	11.1.2 A	11.1.3 A	11.1.4 A	11.1.5 A	11.1.6 A	11.1.7 A	11.2.1 A	11.2.2 A	11.2.3 A	11.2.4 A
12.1.1 A	12.1.2 A	12.2.1 A	12.2.2 A	12.3.1 A	12.3.2 A	12.3.3 A	All										

#	MEASURE	PROGRESS STATUS	LAST UPDATED	ASSIGNED STAFF	ACCESS	ALERTS
DOMAIN 1: CONDUCT AND DISSEMINATE ASSESSMENTS FOCUSED ON POPULATION HEALTH STATUS AND PUBLIC HEALTH ISSUES FACING THE COMMUNITY						
STANDARD 1.1 - PARTICIPATE IN OR CONDUCT A COLLABORATIVE PROCESS RESULTING IN A COMPREHENSIVE COMMUNITY HEALTH ASSESSMENT.						
1.1.1 L	Participate in or conduct a Tribal/local partnership for the development of a comprehensive community health assessment of the population served by the health department	Submitted to PHAB		April Harris	Write	
1.1.2 L	Complete a Tribal/local community health assessment	Submitted to PHAB		April Harris	Write	
1.1.3 A	Ensure that the community health assessment is accessible to agencies, organizations, and the general public	Submitted to PHAB		April Harris	Write	
STANDARD 1.2 - COLLECT AND MAINTAIN RELIABLE, COMPARABLE, AND VALID DATA THAT PROVIDE INFORMATION ON CONDITIONS OF PUBLIC HEALTH IMPORTANCE AND ON THE HEALTH STATUS OF THE POPULATION.						
1.2.1 A	Maintain a surveillance system for receiving reports 24/7 in order to identify health problems, public health threats, and environmental public health hazards	Submitted to PHAB		April Harris	Write	1

Internet | Protected Mode: On 100% 2:53 PM



e-PHAB

Georgia Heise
Department Director
Three Rivers District Health Department



HOME STAFF SOI APPLICATION BILLING TRAINING **DOC. SUBMISSION** NOTES EMAIL HELP

Show: Progress Status Filter by: Domain 2 Submitted to PHAB

Showing: Progress Status of All

1.1.1 L	1.1.2 L	1.1.3 A	1.2.1 A	1.2.2 A	1.2.3 A	1.2.4 L	1.3.1 A	1.3.2 L	1.4.1 A	1.4.2 L	2.1.1 A	2.1.2 L	2.1.3 A	2.1.4 A	2.1.5 A	2.2.1 A	2.2.2 A
2.2.3 A	2.3.1 A	2.3.2 A	2.3.3 A	2.3.4 A	2.4.1 A	2.4.2 A	2.4.3 A	3.1.1 A	3.1.2 A	3.2.1 A	3.2.2 A	3.2.3 A	3.2.4 A	3.2.5 A	4.1.1 A	4.1.2 L	4.2.1 A
4.2.2 A	5.1.1 A	5.1.2 A	5.1.3 A	5.2.1 L	5.2.2 L	5.2.3 A	5.2.4 A	6.1.1 A	6.1.2 A	6.2.1 A	6.2.2 A	6.2.3 A	6.2.4 A	6.2.5 A	6.2.6 A	6.2.7 A	6.2.8 A
6.3.1 A	6.3.2 A	6.3.3 A	6.3.4 A	6.3.5 A	7.1.1 A	7.1.2 A	7.1.3 A	7.1.4 A	7.1.5 A	7.1.6 A	7.1.7 A	7.1.8 A	7.1.9 A	7.1.10 A	7.1.11 A	7.1.12 A	7.1.13 A
9.1.5 A	9.2.1 A	9.2.2 A	10.1.1 A	10.2.1 A	10.2.2 A	10.2.3 A	10.2.4 A	10.2.5 A	10.2.6 A	10.2.7 A	10.2.8 A	10.2.9 A	10.2.10 A	10.2.11 A	10.2.12 A	10.2.13 A	10.2.14 A
12.1.1 A	12.1.2 A	12.2.1 A	12.2.2 A	12.3.1 A	12.3.2 A	12.3.3 A	12.3.4 A	12.3.5 A	12.3.6 A	12.3.7 A	12.3.8 A	12.3.9 A	12.3.10 A	12.3.11 A	12.3.12 A	12.3.13 A	12.3.14 A

2.4.2 A: Implement a system to receive and provide health alerts and to coordinate an appropriate public health response

☒ Submitted to PHAB
 Progress Status: ☐ None Selected
 Qualitative Status: ☐ None
 Private Notes: ☐ None
 Health Department Notes: ☐ None

#	MEASURE	PROGRESS STATUS	LAST UPDATED	ASSIGNED STAFF	ACCESS	ALERTS
DOMAIN 1: CONDUCT AND DISSEMINATE ASSESSMENTS FOR THE COMMUNITY						
STANDARD 1.1 - PARTICIPATE IN OR CONDUCT A COLLABORATIVE PROCESS RESULTING IN A COMPREHENSIVE COMMUNITY HEALTH ASSESSMENT.						
1.1.1 L	Participate in or conduct a Tribal/local partnership for the development of a comprehensive community health assessment of the population served by the health department	Submitted to PHAB		April Harris	Write	
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STANDARD 1.2 - COLLECT AND MAINTAIN RELIABLE, COMPARABLE, AND VALID DATA THAT PROVIDE INFORMATION ON CONDITIONS OF PUBLIC HEALTH						

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Required Documentation 1.

Tracking system such as Health Alert Network (HAN) system

Guidance:

The health department must provide documentation that it has established or participates in a Health Alert Network (HAN) or similar system that receives and issues alerts 24/7. A HAN usually has the capacity to issue response measures or information related to the risk, hazard or problem. Since HAN is usually web-based, screen shots from the computer can be printed as documentation.

The tracking system or health alert network may be a state system in which Tribal or local health departments participate. The Tribal or local system may establish a smaller system for providers and responders within the jurisdiction of the health department. Some Tribes have established a Joint Information Center (JIC) with a public information officer for the Tribal Health Department; Tribal health departments may provide evidence of this as documentation.

DOCUMENTATION	TITLE	UPLOADED BY	ACTION
Document 2.4.2 A.1.1	HAN Administrator Screen Shot	April Harris 02-01-2012	
Document 2.4.2 A.1.2	HAN User Screen Shot	April Harris 02-01-2012	

Required Documentation 2.

Reports of testing 24/7 contact and phone line(s)

Guidance:

The health department must provide documentation that the process for 24/7 contact of the health department has been tested. This testing must include normal work hours and after hours. Email contact, phone lines, pager, website and other contact points with the department must be tested where applicable.

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e-PHAB

Page | Safety | Tools

Required Documentation 1.

Tracking system such as Health Alert Network (HAN) system

Guidance:

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The tracking system or health alert network may be a state system departments participate. The Tribal or local system may establish responders within the jurisdiction of the health department. So Center (JIC) with a public information officer for the Tribal Health provide evidence of this as documentation.

The Health Alert Network (HAN) Administrator Computer screenshot was an Emergency Notification System test administered by Donald Jacobs, Emergency Preparedness Planner for Three Rivers District Health Department. This HAN Alert was issued on July 19, 2011, at 12:56pm, to test the response time of ten district office staff members during business hours. The ten employees who received and confirmed the alert that was issued to TRDHD's designated Department Operation Center staff are shown. The Health Alert Network provides an automated phone call or email message based upon user and administrator preferences and allows TRDHD to contact agency employees and partners to relay potentially critical messages in an efficient manner.

DOCUMENTATION	TITLE		
Document 2.4.2 A.1.1	HAN Administrator Screen Shot	April Harris 02-01-2012	
Document 2.4.2 A.1.2	HAN User Screen Shot	April Harris 02-01-2012	

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Health Alert Network

Commonwealth of Kentucky

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Alert Details

Back to Previous View | Refresh Alert Details

Test of Three Rivers Emergency Notification System

High

Time Sent: 7/19/2011 12:56:44 PM
Expires: 7/20/2011 12:56:44 PM
From: Donald Jacobs

Message: This is a test. This is a test of the Three Rivers Emergency Notification Don Jacobs as to your availability. This is a timed test so please give th Complete

Status: Use Alert Profiles

Alert Type: Test

Event Status: Test

Jurisdictional Level: Local

Sensitive: No

Confirmed: 100% (10/10)

Users Notified: 10

Switch to Extended View

Export to CSV

Confirmed Users: (10)

Contact	User Id
Denise Bingham	Susand Bingham
Arnell Warble	Arnell Warble

Done

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DOC. SUBMISSION

NOTES

EMAIL

HELP

Accreditation Specialist : Rachel Margolis / rmargolis@phaboard.org / 703-778-4549x108

Documentation Submission

PHAB has initialized your health department's Documentation Submission phase. You will have one year to complete this step.

DOCUMENTATION SUBMISSION START DATE	DOCUMENTATION SUBMISSION END DATE
01/03/2012	01/03/2013

Health Department Director Authorization

Name of the director of the health department: Georgia Heise

☐ Click checkbox to certify that I am the health department director and am authorized to submit this Documentation Submission to PHAB.

Click the "SUBMIT DOCUMENTATION SUBMISSION TO PHAB" button below to submit this Documentation Submission.

WARNING: The Documentation Submission is not submitted to PHAB until the Submit button is clicked.

SUBMIT DOCUMENTATION TO PHAB

Training

Done, but with errors on page.

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e-PHAB - Actions - ...

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Questions?
